

CURRICULAM VITAE



Anirban Banerjee
Service Manager (Vespa & Aprilia Service)
Speed Auto Service Pvt. Ltd.

Father: Mr. Arun Banerjee
Akra, Pragati Pally, P.O- Jagannath Nagar,
P.S- Maheshtala, Dist. - (S) 24 Parganas
Kolkata-700140
West Bengal.
Contact No-
+91 8240813376
E-mail – banerjeeanirban749@gmail.com

Diploma in Automobile Engineering

JOB OBJECTIVE:

A challenging growth oriented career in a professional organization of repute to enhance my technical, analytical and interpersonal skills.

STRENGTHS:

A dynamic and competent professional with almost 7 years of experience in Automobile and service and aftermarket works. Hold Diploma in Automobile Engineering from Institute of Automobiles Engineers in 2011. Working experience with several leading Automobile industries from shop floor to administrative level. Abilities to achieve functional as well as organizational goal. An effective communicator & team player with honed analytical, problem solving & organization abilities.

CAREER ASSOCIATIONS:

August 2012 - August 2013	Todi Honda	Service Advisor
September 2013 - August 2017	Speed Auto Service Pvt. Ltd.	Works In-charge
September 2017 - February 2018	Mohan Motor Super Bikes Pvt Ltd (Ducati)	Assistant Service Manager
March 2018 to Till now	Speed Auto Service Pvt. Ltd. (Vespa & Aprilia)	Service Manager

CAREER EXPOSURE:

Duties & Responsibilities at Todi Honda

- (1) Responsible for after sales service at different customer.
- (2) Responsible for finding different ways to reduce the lead time of settlement of customer complaints.
- (3) Responsible for monthly service analysis.

Duties & Responsibilities at Speed Auto Service Pvt. Ltd.

- (1) Responsible for after sales service at different customer.
- (2) Send Product quality report to R & D.
- (3) Responsible for finding different ways to reduce the lead time of settlement of customer complaints.
- (4) Responsible for monthly service analysis
- (5) Assessment of warranty claims.

Duties & Responsibilities at Mohan Motor Super Bikes Pvt. Ltd.

- (1) Responsible for after sales service at different customer.
- (2) Responsible for finding different ways to reduce the lead time of settlement of customer complaints.
- (3) Responsible for monthly service analysis.
- (4) Assessment of warranty & fsc claims.
- (5) Send Product quality report to R & D.
- (6) Educate & trained the Sr. & Jr. Technicians for proper guidance.

(7) Co-operate with Spare Manager for Spare parts availability.

Duties & Responsibilities at Speed Auto Service Pvt. Ltd.

- (1) Responsible for after sales service at different customer.
- (2) Responsible for monitoring & allocating the job roles in whole workshop.
- (3) Responsible for generating monthly revenue by consulting with all executives.
- (4) Co-operating with Spare Manager for smooth functioning of workshop as well as to improve counter sales.
- (5) Educate & trained adequate techniques at all level in the organization.
- (6) Responsible for finding different ways to reduce the lead time of settlement of customer complaints.
- (7) Responsible for monthly service analysis.
- (8) Maintaining 5S in entire workshop.
- (9) Responsible for daily in-house & out-house activities for customer support.

MAJOR ACHIEVEMENTS

Recognized as best team leader working with Speed Auto Service Pvt. Ltd.

ACADEMIC CREDENTIALS

Diploma in Automobile Engineering in 2011 from **Institute of Automobile Engineers**
SSC in 2008 from WBBSE with 2nd Division marks.

TRAINING

Formal Training

Service Advisor training in M/S Honda Motorcycle & Scooter India (HMSI) year of 2013

On Job Training

Automobile Workshop Management training at M/S Piaggio Vespa.
Customer Relationship Management training at M/S Piaggio Vespa at Delhi.
Fundamental Training From Ducati India.
CBS & ABS Training of both Vespa & Aprilia From M/S Piaggio Plant Pune.

PERSONAL DETAILS

Date of Birth-	05 th September 1991.
Nationality-	Indian
Religion-	Hindu
Marital Status-	Married.
Interest & Activities-	Visiting new place & driving.
Languages Known-	Bengali, English, Hindi
Driving License No-	WB-202010305092(MotorCycle)

DECLARATION & SIGNATURE

I hereby affirm that all the above information in this document is accurate and true to the best of my knowledge.

Date:
Place:

ANIRBAN BANERJEE
